



The World Health Net

# Yearly incident/near miss Report 2021

The World Healthnet takes data protection very seriously. We have a nominated Caldicott Guardian, Serious Risk Information Officer, and Information Governance Lead. We do not share any patient identifiable information with any external agency or external organisation unless it is necessary for clinical care or required legally. All staff receive induction training and ongoing training in patient confidentiality. Ongoing training is provided through modules online, group educational sessions, and in team meetings.

The World Healthnet takes their recruitment very seriously for both administration staff and technical staff all staff are vetted on employment and access restricted according to need.

All computer systems are protected with usernames, security questions, passwords and security pins. All activity can be monitored via audit trails within the platform

We have in excess of 12 Information Governance 'Policies and Procedures'. For further information regarding our information governance please contact our Information Assurance team.

Between 1 January 2021 and 31 December 2021 there was one incident recorded as a near miss. This incident was investigated through our incident reporting procedures. Each event is reviewed to understand what happened and how we might improve the security we provide in the future. The level of review depends on the severity of the event as well as the potential for learning. Recommendations are made as part of the event review, and we take action to implement these recommendations. These are followed up until conclusion.

### Serious Incidents/Near Miss Incidents – 12 month report

#### Information Governance

Classification	2019	2020	2021
Serious Incidents	NA	0	0
Near miss	NA	0	1

Please note that the World Healthnet started trading December 2019